



Making Payments Through the IVR System

Nevada Health Link offers the ability for people to pay for their health care plan using our Interactive Voice Response (IVR) System. You can make a one-time payment or setup reoccurring payments each month. You will need to have the following in your hands to successfully make a payment over the phone:

- **Member ID #:** This is found on your bill, as well as your account on NevadaHealthLink.com on the right side of the “My Account” screen.
- **Pay by Check/Bank:** Bank Account Number and Routing Number. On your checks, the routing number is the first number listed at the bottom left (9-digits) and the account number is the next number on the bottom.
- **Pay by Credit Card:** Have the credit card available to enter the 16-digit number on the front, the expiration date, and the validation code (3-4 digit code on the back next to your signature).

Below is a list of instructions for making payments over the phone for a Nevada Health Link plan:

- 1) Call 1-855-768-5465. You will select that you would like to make a payment in the IVR system by pressing “1.”
- 2) You will then be asked to enter your Member ID followed by the pound sign. The IVR will then repeat the Member ID for confirmation.
- 3) Next, you will be given the amount you are being asked to pay which is being pulled directly from your account for each plan you are enrolled in. You will also be told, “Please note that if you have recently made a payment, allow 24 to 48 hours for the payment information to be reflected in the system”. If an amount is not given to you, meaning no payment is currently showing for your account, you will hear the following: “We are unable to retrieve your account details at this time. Please allow 24 to 48 hours from the time you created your account for this information to reflect in the system. Thank you and please call again later.”
- 4) Once you hear your amount owed, you will then be given the option of paying either by Credit Card or automatically through your bank (ACH Bank Draft).
- 5) If you choose to pay automatically through your bank, you will be asked to provide your bank routing number and checking account number. If you choose to pay with a Credit Card, you will be given the option to pay by Visa, Master Card, American Express, or Discover Card. You will then be asked to enter your credit card number, its expiration date and validation code.
- 6) Once the payment has been processed, you will be given a payment confirmation number. It is a good idea to write this number down and keep it if there is ever an issue with your payment showing up on your account.
- 7) Once you have received your confirmation number, you can either hear the confirmation number again, continue on (go back to the main IVR menu), or simply



hang up, completing the call.

If you have any questions or issues with making a payment over the phone, please contact the Customer Contact Center at 1-855-768-5465 and speak with a Customer Service Representative.